



Chariton Valley Communication Corporation

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Annual 47 C.F.R. § 64.2009(e) CPNI Certification EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2010 covering the prior calendar year 2009

Date filed: March 1, 2010

Name of company covered by this certification: Chariton Valley Communication Corporation

Form 499 Filer ID: 824350

Name of signatory: James A. Simon

Title of signatory: General Manager

I, James A. Simon, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI. If affirmative:

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, *e.g.*, instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information). If affirmative: Not applicable.

The company represents and warrants that the above certification is consistent with 47 C.F.R. § 1.17 which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Signed 
James A. Simon, General Manager

Attachments: Accompanying Statement explaining CPNI procedures

Chariton Valley Communication Corp.
STATEMENT OF COMPLIANCE WITH CPNI
47 U.S.C. §222, and 47 C.F.R. § 64.2001- 64.2011

Chariton Valley Communication Corp. (CVCC) has established operating procedures that ensure compliance with the Federal Communication Commission regulations regarding the protection of consumer proprietary network information (CPNI).

- CVCC has implemented internal procedures to educate and train employees about CPNI and the disclosure of CPNI. CV Telephone has established disciplinary procedures for any employee that wrongfully discloses CPNI. We also ensure that our vendors that have access to our customers CPNI are aware of the CPNI rules.
- CVCC does not use CPNI without customer notification as set forth by the FCC in 47 U.S.C. §222, and 47 C.F.R. § 64.2001- 64.2011. CV Telephone provides either an opt-in notice or an opt-out notice when appropriate and maintains the customer's choice. Therefore, the customer's approval status can be determined prior to use of CPNI.
- CVCC maintains records of its own and its affiliates' sales and marketing campaigns that use its customers' CPNI. Also, CV Telephone maintains records every time third parties are allowed access to CPNI. These records include a description of each campaign, the specific CPNI that was used, and what products and services were offered. These records are retained for a period of at least one year.
- CVCC requires sales personnel to obtain supervisor approval of all outbound marketing requests for customer approval and maintains records of compliance for at least one year.
- CVCC will provide written notice within five business days to the FCC any instance where the opt-out methods do not work properly, to such a degree that the customer's inability to opt-out is more than an anomaly.